



“Civil Writes”

Civil Rights Staff, ACT-9

October 1, 2003

Volume 8 Issue 2

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The Civil Rights Staff would like to welcome you to our Civil Writes website. This issue is dedicated to informing you of our programs and personnel. We are committed to our vision of creating an environment where all are able to contribute meaningfully to the mission of the FAA and rekindle the desire in our customers to improve their work

environment and realize a Model Work Environment. Our office is available for answering questions, conflict prevention and, resolution and speaking engagements on various EEO topics.

If you want to know more, please contact Tammy Lusk, EEO Specialist, at (609) 485-4814.



Let's Talk!

If you would like to discuss Equal Employment Opportunity issues with the Civil Rights Staff, ACT-9.

You may contact us at (609) 485-6675.

Next Winter Edition

Deadline:
October 31, 2003

Website:
December 19, 2003



[Http://www.tc.faa.gov/employee-prg/civil_rights/cr.htm](http://www.tc.faa.gov/employee-prg/civil_rights/cr.htm)



When Does Mediation Work

Mediation is most likely to resolve a conflict when:

Ø The parties want a resolution, or at least a change.

Ø All the important stakeholders come to the table.

Ø The parties are (eventually) able to express the reasons for their discomfort and distress.

Ø The mediator is able to control and sustain the process.

Ø The parties are capable of living up to their promises.

Mediation rests on the expectation that:

Ø Every person has an element of goodwill and integrity.

Ø Every person is capable of change.

Ø People can and should make decisions about their own lives.

Ø The parties speak for themselves, think for themselves, decide for themselves. The hard work is theirs. So is the outcome.

by Vienna Drago

Civil Rights Vision



We will always take actions that challenge, assist, and support our customers

to create and FAA environment where all are able to contribute meaningfully to the mission.

STRATEGIES

Customer Focus:

Working with our customers to meet their current and future needs to

ensure that our services are of the highest quality to support their mission effectiveness.

2. Resource Management:

Eliminate costs that detract and convert them into investments that enhance mission effectiveness and quality of work life.

3. Marketing Strategy:

Rekindle the desire in our customers to improve their work environment and feel empowered to take the

necessary actions to realize a Model Work Environment.



"Positive thinking and Teamwork together"

Alternate Dispute Resolution (ADR) Process For Non-Bargain Unit Employees



The FAA William J. Hughes Technical Center's Director has signed and implemented a program in which

non-bargaining unit employees will have the option of using an Alternative Dispute Resolution (ADR) Process to resolve EEO discrimination complaints.

If a non-bargaining unit employee feels they have been discriminated against and contact an EEO counselor to begin the discrimination complaint process, they may choose to enter the

ADR process. They may do so at any time during the informal counseling stage.

During initial contact, the counselor will advise the aggrieved individual of the ADR process both orally and in writing. If the counselor is unable to resolve the allegation, the aggrieved individual may then elect to enter the ADR process. If no resolution is attained during the ADR process, the aggrieved individual should contact the counselor to continue informal counseling for the remainder of time in the counseling process or for the issuance of the notice of final

interview. At the end of the counseling process, the aggrieved individual will be given the notice of final interview and a notice of right to file an agency grievance or EEO complaint.

Non-bargaining unit employees may be represented at any time during the ADR process and the EEO complaint process.

If you have any questions about this ADR process, please contact the Civil Rights Staff, ACT-9 at (609) 485- 6675

Disability Resource Center



The Disability Resource Center, (DRC) of the Department of Transportation in Washington, DC can often provide reasonable accommodations for employees in which the cost may be paid by the Disability Resource Center. Accommodations include interpreters for the deaf, however Advance notice of two weeks is required thru the

Civil Rights Staff, ACT-9, at (609) 485-6675.

For more information, you can call Kenneth Stroud, ACH-01 at (609) 485-6565 or Samuel Wilson, ACB-820 at (609) 485-6249, People with Disabilities Co-Program Managers or the Civil Rights Staff, ACT-9 at (609) 485-6675.



FAA William J. Hughes Technical Center Resource Library lists

You may request training videos from the Civil Rights Office, ACT-9, at (609) 485-6675, Ray Stover, ACT-1A, at (609) 485-4404, and Rosanne Weiss, AAR-490, at (609) 485-4370

Is It The Cement Ceiling or Is It Me? 20 min (AAR-400)

- The Fatal Interview (recruiting people of color) 20 min (AAR-400)

ADR Mediation, FAA Office of Civil Rights, 30 min, (ACT-9)

Disability Accommodations, 2 hrs (ACT-9)

Self Directed Teams, 1:10, (ACT-1A)

Coping with Change in the High-Tech Environment, (ACT-1A)

- Peer Mediation, 1:30, 5/24/99, (ACT-9)

- Basic Information Security Awareness Briefing, 1:30, 6/23/99, (ACT-9)

Black History Month Opening Ceremony 2/5/02, (ACT-9)

- Understanding and Abiding by Title VI of the Civil Rights Act, (ACT-9)



Causes for Discrimination

RACE: Group of people identified by their similar physical

characteristics (e.g. African-American, Caucasian or European-American, Asian-American, American Indian, etc.)

COLOR: Skin pigmentation (e.g. black, white, brown, red, tan, etc.)

RELIGION: Traditional or non-traditional beliefs or practices, or a lack of (e.g., Jewish, Christian, Moslem, Hindu, Buddhist, Pagan, Atheist, etc.)

SEX: MALE/FEMALE (NOTE: Sexual harassment is a type of sex discrimination)

NATIONAL ORIGIN: Individual or Ancestral places of origin which may be identified by physical, cultural, linguistic or other characteristics (e.g. Palestinian, Vietnamese, Ethiopian, Salvadoran, Turkish, German, etc.)

AGE: Age 40 or over (e.g. DOB 9/18/63 or greater)

HANDICAP: Physical or mental impairment (e.g., blindness, manic/depressive disorder, AIDS, Multiple

Sclerosis, etc) that substantially limits one or more major life activity (i.e. walking, breathing, talking, hearing, thinking, etc.)

REPRISAL: Unfavorable or unfair treatment by management related to filing an EEO complaint or participating in the EEO process.

SEXUAL ORIENTATION: Discrimination based on Sexual Orientation is a violation of DOT policy and not law. Redress can be made via union grievance, mediation or through the EEO informal process.

Special Emphasis Program Managers (SEPM)

Federal Women's Program (FWP)

Program Manager,
Carolyn Pokres
ACX-20
(609) 485-8944

Hispanic Employment Program (HEP)

Program Manager,
Anthony Rodriguez
ACB-820
(609) 485-5396



If you have any questions,
Please contact SEPM

People With Disabilities Program (PWDP)

Co-Program Managers,
Kenneth L. Stroud
ACH-001
(609) 485-6565

Samuel L. Wilson
ACB-820
(609) 485-6249

Union Officials

NFFE LOCAL 1340

Lucien W. Dansby
ACX-060
(609) 485-6651



AFGE Local 2335

Harry Krumaker
ACX-044
(609) 485-8640

AFGE Local 200

Robert Schwartz
AOS-420
(609) 485-6157



"Teamwork together"

Employee Associations

Asian and Pacific American Coalition (APAC)

President
Paul W. Tan,
ACB-01
(609) 485-6665

National Hispanic Coalition of Federal Aviation Employees (NHCFAE)

Director
Magda Colon,
ACB-540
(609) 485-8040/6910

Deputy Director
Jose L. Perez-Torres,
ACB-310
(609) 485-5365

National Black Coalition of Federal Aviation Employees (NBCFAE)

President
Kenneth W. Hitchens,
ACX-51
(609) 485-6125

National Society of Black Engineers (NSBE)

President
Jamaal A. Lipscomb,
ACB-730
(609) 485-7812

National Coalition of Federal Aviation Employees with Disabilities (NCFAED)

Representative
Vacancy

Technical Women's Organization (TWO)

President
Marie Sharpe,
ATB-213
(609) 485-6954

Gay Lesbian or Bisexual Employees (GLOBE)

Director
Rosanne Weiss,
AAR-490
(609) 485-4370

*National Native American/ Alaska Native Coalition of Federal Aviation Employees (NAAN)

Representative
Stephen F. Beamer,
ACB-720
(609) 485-5823



If you have any questions, please
contact Employee Associations

William J. Hughes Technical Center Diversity Council



The Diversity Council at the William J. Hughes Technical Center is part of a continuing effort to communicate diversity information across a wider spectrum of the Technical Center population and to define Diversity and why it is so important.

Diversity is the awareness of people of different backgrounds working together successfully and being able to appreciate each others differences. The primary goal is to have a productive workforce whose composition is diverse across a wide spectrum, not just a visually diverse workforce. It also requires that we recognize peoples' similarities, not just their differences.

Respect and dignity for our fellow workers and the ability to express his or her own individuality is a fundamental issue of diversity. Our commitment is to create an environment where people can do their best work and building a global organization in which differences are respected and valued. These differences create successful relations for ourselves and with our clients. The FAA believes in fostering an environment that offers the greatest opportunity for everyone, ensuring the full utilization of the workforce while reducing barriers to opportunity.

The Diversity Council meets every Wednesday from 10 a.m. to 11 a.m. Among the many tasks of the members is to act as diversity advocates and also as a liaison for their respective organization.

Please regularly read the Diversity Bulletin Board for the latest Diversity issues and to help increase your knowledge base in Diversity. For more information concerning Diversity, contact Raymond Stover, ACT-1A at 609-485-4404.

We are in for an exciting time, and we are looking forward to hearing from you on diversity topics.

FAA WJHTC Diversity Council Members

Name:	Organization:	Telephone:
Raymond Stover	ACH-1 (Lead)	(609) 485-4404
Vienna Drago	ACT-9	(609) 485-6675
Ed Mack	ACX-20	(609) 485-4928
Rahul Bhagnt		(609) 485-4824
Lawrence Barts	ACX-30	(609) 485-5490
Paul Lawrence	ACX-40	(609) 485-6630
Ken Beisel		(609) 485-5233
Jose Benitez	ACX-50	(609) 485-6127
Gary Graybill	ACF-1	(609) 485-4954
Richard Mendell	ACB-3	(609) 485-4283
Clifton Baldwin	ACB-210	(609) 485-4832
Brian Colamosca		(609) 485-6603
Joe Richie	ACB-300	(609) 485-5941
Dean Joannou	ACB-430	(609) 485-6771
Steve Curran	ACB-540	(609) 485-5394
Baxter Stretcher	ACB-630	(609) 485-5341
Stacey Hamilton	ACB-730	(609) 485-5858
Beverly Hite	ACB-830	(609) 485-4925
Rosanne Weiss	AAR-490	(609) 485-4370
Stacy Graves		(609) 485-4136 FWP Representative
Jennelle Derrickson		(609) 485-485-5096

FEDERAL AVIATION ADMINISTRATION (FAA) OUTREACH TIP SHEET

This tip sheet provides FAA supervisors and managers with practical tips on how to reach minorities, women, and people with disabilities. The tips are in the form of thought provoking questions.

General Outreach Tips:

When a vacancy occurs, does your organization restructure positions to entry level?

Does your organization take advantage of the FAA-wide “on the spot” hiring authority for entry-level engineering positions?

Do you ensure that interview panels are ethnically and culturally diverse to eliminate any potential bias?

Does your organization advertise in technical and professional minority magazines and newsletters for career opportunities and hard-to-fill jobs?

Has your organization formed partnerships with external organizations that target Hispanics, women, PWD’s and other minority groups?

What professional minority organizations and employee associations do you use as networking vehicles for targeted outreach?

- Have you taken advantage of the FAA’s *National Multicultural Recruitment and Outreach Pilot Website* (through HireDiversity.com) as a tool for targeted recruitment and promoting the agency’s employment opportunities to increase representation of Hispanics, women, PWD’s and other under represented groups?

- Do you sponsor interns from Minority Serving Institutions in your organization?

Does your organization take advantage of special hiring authorities (e.g. Outstanding Scholars, Student Career Experience, etc.) to help you reach targeted individuals?

Do you use the FAA’s National and regional/centers, Hispanic Employment Program, Federal Women’s Program, and the People with Disabilities Program Managers as a resource for advisory and consulting assistance for outreach strategies of multicultural groups?

Does your organization have a budget for targeted outreach activities?

Does your organization have a targeted outreach plan?

Hispanic Outreach Tips:

Does your organization:

strategically plan your outreach efforts to target major geographic areas where most Hispanics reside?

- establish relationships with Hispanic Serving Institutions (HSI’s) and other specialized academic programs to promote FAA career opportunities?
- use the FAA web-based HSI database as an outreach tool?

actively attend and participate in Hispanic conferences and in job/career fairs to promote FAA career opportunities and recruit Hispanic students and other professionals?

Does your organization:

- participate in job fairs and cultivate staff contacts at college and university placement offices that serve students with disabilities?

establish relationships with state vocational rehabilitation agencies?

contract with employment websites to post vacancy announcements on the Internet, with targeted outreach and advertising focused on people with disabilities, clients of rehabilitation agencies and personnel separating from military service and review resumes posted on these websites?

use an e-mail list of advocacy groups and community organizations to reach people with disabilities for your vacancies?

establish an on-going mechanism for communicating FAA job vacancies to current FAA and DOT employees with disabilities?

use Disability Employment Awareness Month and Student Mentoring Day in October to educate employees and managers?

use the federal Workforce Recruitment Program for students with disabilities?

attend meetings, conferences and job fairs of disability organizations?

use special hiring authorities to streamline the employment process for people with disabilities and use temporary appointments to introduce disabled candidates to the workforce and develop them to take permanent jobs?

design brochures to distribute on campus, at job fairs and other events, showing people with disabilities engaged in FAA jobs?

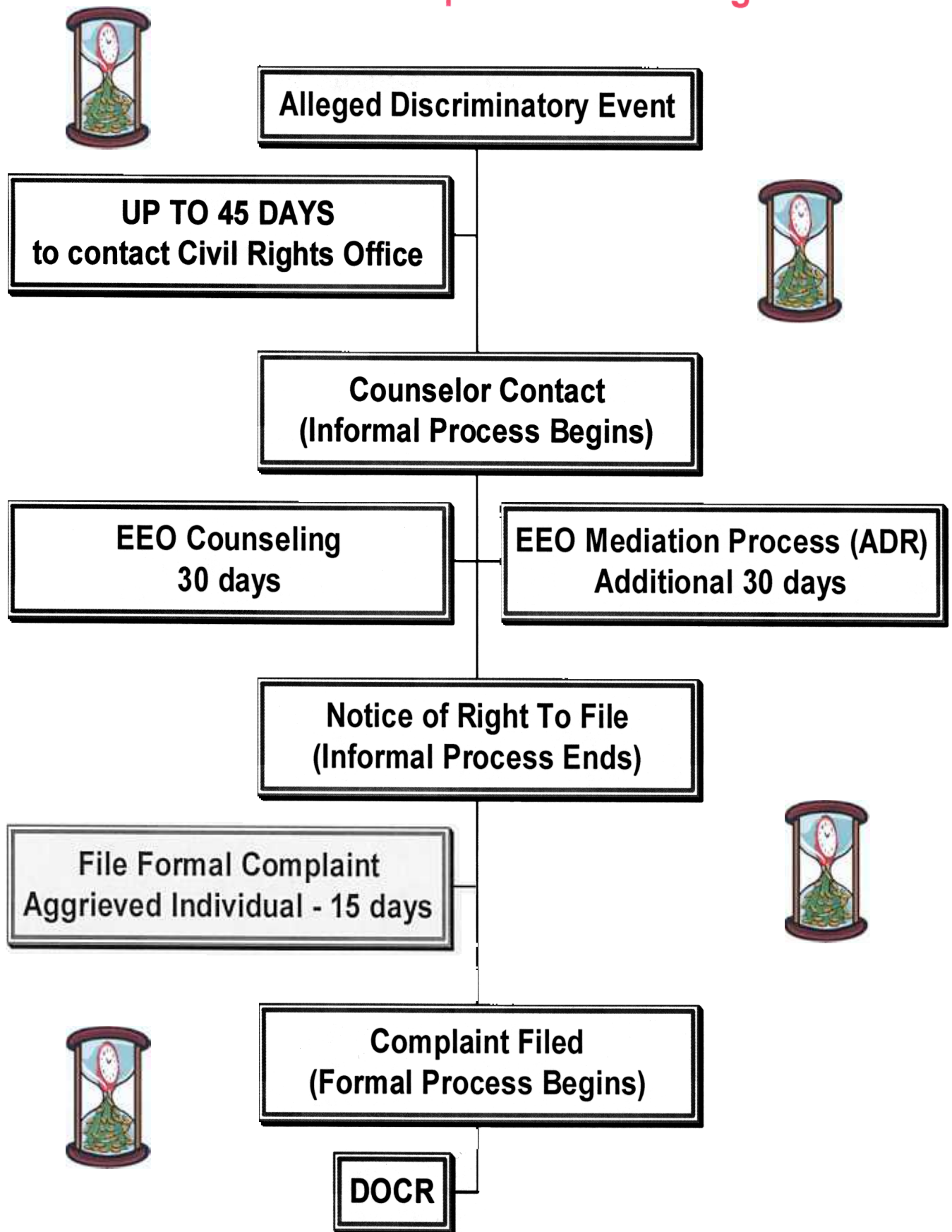
market your success in recruiting people with disabilities in FAA and external media?

distribute job announcements in alternative formats to accommodate requirements of people with disabilities?

continue to educate and train managers and supervisors on hiring programs and resources for recruiting, promoting, and retaining employees with disabilities that confers credit toward the agency's managerial core curriculum training requirements?



Informal Complaint Processing



The Discrimination Complaint Process



Federal Law prohibits discrimination against employees and applicants for Federal employment or job opportunities on the basis of race, religion, color, sex, national origin, age (over 40), handicap (physical or mental), or reprisal.

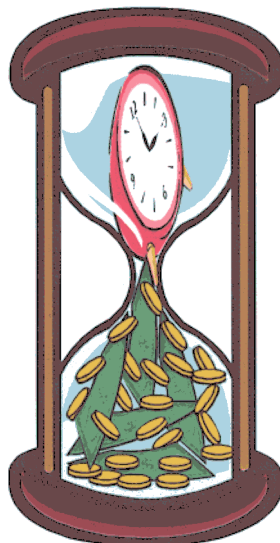
Federal Law prohibits restraint, interference, coercion, discrimination, or reprisal against persons who pursue discrimination complaints, against their representatives, or because of opposition to unlawful discrimination.

An employee or applicant who believes that he/she has been discriminated against, must first consult with an EEO Counselor within 45 calendar days of the incident, or if a personnel action, within 45 calendar days of its effective date.

An employee or applicant who wishes to be an agent for a class of present and/or former employees or applicants and who believes he/she has been discriminated against, must first consult with an EEO Specialist, Civil Rights Staff, ACT-9, within 45 calendar days of the matter, or if a personnel action, within 45 calendar days of its effective date.

Effective March 7, 1998, non-bargaining unit employees may file a complaint of discrimination based on Sexual Orientation. This may be initiated through contacting an EEO Counselor within the same timeframes described above. This is not Federal Law. These new procedures are pursuant to the Secretary's Equal Employment Opportunity Policy Statement and were issued by the Department of Transportation on November 7, 1997. Bargaining Unit Employees that feel they have been discriminated against based on Sexual Orientation should contact their designated unions for information on the grievance process.

If you have any questions regarding the Discrimination Complaint Process, please contact a member of the Civil Rights Staff, ACT-9 at (609) 485-6675.



FAA William J. Hughes Technical Center, EEO Counselors - August 2003

Giouvanni Alcantara	(609) 485-6765	ACB-810
Yulanda L. Beale	(609) 485-5218	ACB-820
Jose Benitez	(609) 485-6127	ACX-052
Steven Curran	(609) 485-7150	ACB-540
Mike Meier	(609) 485-5257	ATB-251
Ronald P. Koons	(609) 485-4799	AVN-311
Carolyn S. Pokres	(609) 485-8944	ACX-020
Alanna B. Randazzo	(609) 485-5298	AOS-540
Shelia F. Smallwood	(609) 485-4126	ACB-300
Baxter R. Stretcher	(609) 485-5341	ACB-630
Kenneth L. Stroud	(609) 485-6565	ACH-001
Merkia J. Weathers	(609) 485-5224	ACB-710
Samuel L. Wilson	(609) 485-6249	ACB-820

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If you have any questions regarding the Discrimination Complaint Process, please contact a member of the Civil Rights Staff, ACT-9 at (609) 485-6675.

Responsibilities of the EEO Counselor:

1. Advise the aggrieved individual about the EEO Complaint Process

2. Determine the claim(s) and basis(es)

3. Conduct a limited inquiry

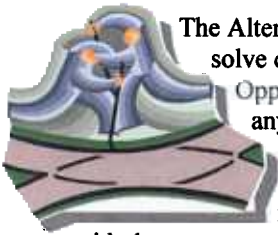
4. Seek resolution at the lowest level possible

5. Advise the aggrieved individual of his/her right to file a formal complain

6. Prepare a report documenting the findings during the limited inquiry



The Alternate Dispute Resolution (ADR) process & mediation



The Alternate Dispute Resolution (ADR) process uses mediation as an effective method for employees to solve disputes in the workplace. ADR does not replace the Grievance Process or the Equal Employment Opportunity (EEO) complaint process. Entering ADR does not mean that the employee has given up any rights in the EEO complaint process. ADR can actually add up to 60 days to the process.

This gives the participants the opportunity to discuss their dispute and try to work out a mutual agreement whereby, each party can work together to meet the goals and carry out the FAA mission. It is simple to enter the ADR Process. The employee contacts their EEO Counselor with the request to participate in the ADR Process. The EEO Counselor will contact the Civil Rights Staff, ACT-9, and a mediation panel convened. ADR is a WIN/WIN situation, enabling all involved in the dispute to come to a mutually agreeable solution to the problem. Please consider this method the next time you are involved in a workplace dispute and remember all participants come out winners. For more information on ADR, please contact a member of the Civil Rights Staff, ACT-9 at (609) 485-6675.

Visit our website:

http://www.tc.faa.gov/employee-prg/civil_rights/cr.htm



FAA William J. Hughes Technical Center Mediators

Name of Mediator	Organization	Telephone
* Al Cannizzaro	ACT-10	(609) 485-6627
Butch Dansby	ACX-60	(609) 485-6651
Bill Dawson	ACX-60	(609) 485-8508
Lou Diorio	ACX-41	(609) 485-4429
*Vienna Drago	ACT-9	(609) 485-6675
Al Jefferson	ATB-230	(609) 485-7390
**Tammy Lusk	ACT-9	(609) 485-4814
Pat McKernan	AOS-350	(609) 485-6224
Al Oswald	ACB-03	(609) 485-7170
Nancy Proctor	ACB-710	(609) 485-6826
Roger Sherry	ATB-251	(609) 485-5924
Rosanne Weiss	AAR-490	(609) 485-4370
**Leon Whilden	ACX-20	(609) 485-6729
*Cheryl Wilkes	ACT-9	(609) 485-6676
*Leona Wilkes	ACT-10	(609) 485-8897

All Mediators have 40 hrs (basic, plus fresher classes). **These mediators have 24 hrs training.

* Also serve as Early Resolution System (ERS) Mediators.

**FAA WILLIAM J. HUGHES TECHNICAL CENTER'S
CIVIL RIGHTS STAFF, ACT-9**



"CIVIL WRITES"

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